

Volunteer and Donations Management Support Annex-

Coordinating Agency

Department of Social Services

Cooperating Agency

Human Resources Department

Department of Libraries

Finance Department

Parks and Recreation Department

American Red Cross

I. Introduction

A. Purpose:

The Volunteer and Donations Management Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during disasters.

B. Scope:

Volunteer services and donated goods in this annex refer to unsolicited goods, and unaffiliated volunteer services.

C. Policies:

The donation management process must be organized and coordinated to ensure the citizenry is able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of emergency operations.

The Emergency Management Coordinator also:

1. Coordinates with other agencies to ensure goods and resources are used effectively;
2. Looks principally to those organizations with established volunteer and donation management structures;
3. Encourages cash donations to recognize non-profit voluntary organizations;
4. Encourages individuals to participate through local Citizen's Corps Council and/or affiliate with a recognized organization; and
5. Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance.

II. Concept of Operations

A. General:

Volunteer and Donations Management operations may include the following:

1. A Volunteer Coordinator (Human Resources Representative)
2. A Physical Donations Coordinator (Social Services Representative)
3. A Financial Donations Coordinator (Office of Management & Budget)

4. A phone bank
5. A coordinated media relations effort
6. Effective liaison with other emergency support functions, state and federal government officials
7. Facility Management Plan

Donated Goods (Physical) Management Function

1. Management of unsolicited donated goods involves a cooperative effort by local and voluntary and community based organizations, the business sector and the media.
2. Social Services, in conjunction with support and voluntary organization partners, are responsible for developing donations management plans and managing the flow of donated goods during disaster operations.

Volunteer Management Function

1. Management of unaffiliated volunteers requires a cooperative effort by local and voluntary and community based organizations, such as Citizen Corps Councils, faith-based organizations, the private sector and the media.
2. Human Resources, in partnership with voluntary organizations, are responsible for developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

Financial Donations Management Function

1. Management of unsolicited donated monetary donations shall be coordinated by the responsible City department.
2. The Office of Management and Budget is responsible for developing financial donations management plans and managing the funds according to City, State, and Federal laws.

B. Organization:

1. The Department of Social Services Representative will work with Libraries and other Support Departments to identify sites and facilities that will be used to receive, process, and distribute the unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by local government and volunteer organizations, as required.
2. The Human Resources Representative will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to ensure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the emergency services organization providing food and clothing to displaced persons at the Shelter Centers.
3. Standard operating procedures will be developed to address screening, processing, training, and assignments of volunteers who will show up once recovery efforts begin. The service to which personnel are assigned will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties, which allow for the maximum benefit of their skills. Each individual volunteer will be registered, and a log will be maintained of man-hours worked. Accurate records of all incurred expenses will be maintained.

III. Responsibilities

A. General (All Departments)

1. Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area;
2. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites;
3. Assign the tasks of coordinating auxiliary manpower and material resources;
4. Develop procedures for recruiting, registering and utilizing auxiliary manpower;
5. Develop a critical resources list and procedures for acquisition in time of crisis;
6. Develop procedures for the management of donated goods;
7. Receive donated goods;
8. Assist with emergency operations;
9. Assign volunteers to tasks that best utilize their skills; and
10. Compile and submit totals for disaster-related expenses.

B. Primary Department (Social Services)

1. Be the primary coordinating agency for this ANNEX in matters pertaining to resources and services;
2. Identify and be prepared to set up and staff a City Receiving Point, staging areas, and distribution points, if required;
3. Develop procedures to manage donated goods and services to include receiving, sorting, prioritizing, sorting, and distributing them during an emergency situation.
4. Coordinate with volunteer organizations in the City to support this Annex and assist with staffing the Receiving Point and Points of Distribution.
5. Coordinate with the Emergency Management Coordinator for Amateur Radio support to the Receiving Point, staging areas, and Points of Distributions, as a primary or backup method of communication;
6. Arrange for training and exercising of personnel and equipment; and
7. Keep accurate records of donated, stored, and distributed goods; or expenditures in support of this Annex for possible reimbursement or auditing requirements.

C. Support Departments

1. Volunteer Coordinator (Human Resources)

- a. Be the primary coordinating agency for this ANNEX for matters pertaining to volunteers;
- b. Develop procedures for identifying requirements for volunteers to support City organizations during emergency operations and a process to register, account for, manage, and assign volunteers to appropriate positions.
- c. Be prepared to register and assign volunteers to support City organizations during emergency operations, as required;

- d. Maintain a comprehensive list of volunteers that are available to assist in support of this annex;
- e. Keep accurate records of donated, stored, and distributed goods; or expenditures in support of this ANNEX for possible reimbursement or auditing requirements;
- f. Coordinate emergency operations with the EOC, when activated.

2. Department of Libraries

- a. Work with Social Services to pre-identify potential sites and facilities to manage donated goods/resources being channeled into the disaster area; and
- b. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites.

3. Emergency Management

- a. Assist in identifying personnel and resources to support this annex;
- b. Coordinate with the Volunteer Coordinator in maintaining a list of volunteers, by name, address, telephone number, and if applicable special capabilities, that may assist with emergency operations, when needed;
- c. Coordinate with the American Red Cross and the Council of Community Services in setting up a registration point for registration of additional volunteers (that are not members of volunteer organizations already registered) that wish to donate their services in support of emergency operations;
- d. Work with the Amateur Radio Emergency Services Coordinator to assign support to the EOC, Receiving Point, staging areas, and distribution points, as necessary and available; and
- e. Request outside assistance, when required.

4. American Red Cross

- a. Assist in supporting volunteer needs to include collecting, sorting, and distributing goods during an emergency situation;
- b. Maintain a list of trained volunteers that are available to assist in support of this annex.

5. Community Emergency Response Team (CERT) Coordinator

- a. Actively recruit, train, and assign CERT members to support emergency operations in accordance with the CERT volunteer mission; and
- b. Be prepared to quickly assimilate volunteers into the CERT mission.

5. ESF #13 (Public Safety & Security)

- a. Provide security for the Receiving Point, staging areas, and distribution points, as required.

6. Amateur Radio Emergency Services (ARES) Emergency Coordinator

- a. Assist with required communications capabilities at the City Receiving Points, staging areas, and distribution points, as necessary, and available.

Tab 1 to Volunteer and Donations Management Annex
Sample Volunteer Registration Form



MUNICIPAL VOLUNTEER PROGRAM
Work Release Form
VOLUNTEER'S AGREEMENT AND RELEASE FROM LIABILITY

1. **Voluntary Participation:** I acknowledge that I have voluntarily applied to serve as a volunteer for the City of Roanoke through the Municipal Volunteer Program (MVP), in which volunteers assist city departments. I understand as a volunteer that I will not be paid for my services, and should I be injured while performing duties on behalf of the City, the city provides insurance which offers limited medical benefits. This insurance has a \$25,000 limit, is strictly excess and will only respond to expenses after all other insurance is exhausted.

2. **Release:** In consideration of the opportunity afforded me to serve as a volunteer for the City of Roanoke through the Municipal Volunteer Program (MVP), I hereby agree that I, my assignees, heirs, guardians, and legal representatives, will not make a claim against the City of Roanoke, or their officers or directors collectively or individually, or the equipment that is used by the City, or any of the volunteer workers, for the injury or death to me or damage to my property, however caused, arising from my participation in the Municipal Volunteer Program (MVP). Without limiting the generality of the foregoing, I hereby waive and release any rights, actions, or causes of action resulting from personal injury or death to me, or damage to my property, sustained in connection with my participation in the Municipal Volunteer Program (MVP). I further consent to the unrestricted use by City of Roanoke's Municipal Volunteer Program (MVP) and/or person(s) authorized by them of any photographs, recordings, interviews, videotapes, motion pictures, or similar visual recording of me.

Signed this _____ day of _____, 200__, in Roanoke, Va

Volunteer Signature

Volunteer Coordinator Signature

Name (Please print)

Address

City/State/Zip

Telephone